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UNITED STATES PATENT AND TRADEMARK OFFICE

COMMISSIONER FOR PATENTS
UNITED STATES PATENT AND TRADEMARK OFFICE
WASHINGTON, D.C. 20231
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APPLICATION NUMBER	FILING/RECEIPT DATE	FIRST NAMED APPLICANT	ATTORNEY DOCKET NUMBER
10/029,769	10/19/2001	John Brett	10022/178

MAR 21 2002

BRINKS HOFER GILSON & LIONE
PO BOX 10395
CHICAGO, IL 60610

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CONFIRMATION NO. 4749

FORMALITIES LETTER



OC00000007442294

Date Mailed: 02/07/2002

NOTICE TO FILE MISSING PARTS OF NONPROVISIONAL APPLICATION

FILED UNDER 37 CFR 1.53(b)

Filing Date Granted

An application number and filing date have been accorded to this application. The item(s) indicated below, however, are missing. Applicant is given **TWO MONTHS** from the date of this Notice within which to file all required items and pay any fees required below to avoid abandonment. Extensions of time may be obtained by filing a petition accompanied by the extension fee under the provisions of 37 CFR 1.136(a).

- The oath or declaration is missing.
A properly signed oath or declaration in compliance with 37 CFR 1.63, identifying the application by the above Application Number and Filing Date, is required.
- To avoid abandonment, a late filing fee or oath or declaration surcharge as set forth in 37 CFR 1.16(l) of \$130 for a non-small entity, must be submitted with the missing items identified in this letter.
- **The balance due by applicant is \$ 130.**

*A copy of this notice **MUST** be returned with the reply.*

Customer Service Center

Initial Patent Examination Division (703) 308-1202

PART 2 - COPY TO BE RETURNED WITH RESPONSE

03/22/2002 ANABI1 00000031 10029769

01 FC:105

130.00 OP

I hereby certify that this correspondence is being deposited with the United States Postal Service, with sufficient postage, as first class mail in an envelope addressed to:

Commissioner for Patents
Washington, D.C. 20231

on March 11, 2002

Date of Deposit

David W. Okey, Reg. No. 37,921

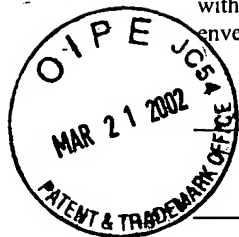
Name of applicant, assignee or
Registered Representative

David W. Okey

Signature

March 11, 2002

Date of Signature



Case No. 10022/178

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:

John Brett et al.

Serial No.: 10/029,769

Filed: October 19, 2001

For: Method for Implementing
Service Desk Capability

Attention: Manager,
Application Branch

**RESPONSE TO NOTICE TO FILE MISSING PARTS OF APPLICATION
FILING DATE GRANTED**

Commissioner for Patents
Washington, D.C. 20231

Attn.: Box Missing Parts

Dear Sir:

In accordance with the Notice to File Missing Parts of Application Filing Date Granted dated February 7, 2002, a copy of which is attached, enclosed herewith for filing are the following documents:

☒ Fully executed Declaration for Patent Application and Power of Attorney for the above-referenced patent application.

☒ Applicant is:

☐ a small entity, verified statement is:

- ☐ attached
- ☐ already filed
- ☒ other than small entity
- ☒ Checks totaling \$130 for:
- ☐ Filing Fee of \$____.
- ☒ Surcharge of \$130.
- ☐ Additional Claim Fees of \$____.
- ☐ Petition for Extension of Time (37 C.F.R. § 1.136(a)) to file missing parts (in duplicate).
- ☒ Other: return post card.
- ☒ The Commissioner is hereby authorized to charge any deficiencies in fees or credit overpayment to Deposit Account No. 23-1925. A duplicate copy of this paper is enclosed.

Respectfully submitted,

Dated: 11 March 2002

David W. Okey
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